

ILLINOIS  
COMMERCE  
COMMISSION

STENOGRAPHIC TRANSCRIPT OF PROCEEDINGS

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BEFORE THE

CHIEF CLERK'S OFFICE

**Illinois Commerce Commission**

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DOCKET NO. 00-0045

IN THE MATTER OF:

JIREHCOM, INC.

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PLACE: Chicago, Illinois

DATE: February 15, 2000

PAGES: 1-14

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1                               BEFORE THE  
2                               ILLINOIS COMMERCE COMMISSION

3       IN THE MATTER OF:                               )  
4       JIREHCOM, INC.                               )  
5   ) No. 00-0045  
6       Application for a Certificate               )  
7       of Interexchange Authority               )  
8       to Operate as a Reseller of               )  
9       Telecommunications Services               )  
10       within the State of Illinois               )  
11                               Chicago, Illinois

12                               February 15, 2000

13                               Met pursuant to notice at 11:00 a.m.

14       BEFORE:

15               MR. PHILLIP CASEY, Administrative Law Judge.

16       APPEARANCES:

17               EARLY, LENNON, PETERS & CROCKER, P.C., by  
18               MR. PATRICK D. CROCKER  
19               900 Comerica Building  
20               Kalamazoo, MI 49007  
21               (616) 381-8844

22                       Appearing via telephone for the Applicant;

23               SULLIVAN REPORTING COMPANY, by  
24               Giraida B. Bordabeheres, CSR

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I N D E X

	Re-	Re-	By
<u>Witnesses:</u>	<u>Direct</u>	<u>Cross</u>	<u>direct cross</u>
Russell L.			<u>Examiner</u>
Harris	4		12

E X H I B I T S  
For Identification

<u>Number</u>	<u>In Evidence</u>
A through D	12

1 JUDGE CASEY: Pursuant to the authority and  
2 direction of the Illinois Commerce Commission, I now  
3 call Docket No. 00-0045, this is JirehCom, Inc., it's  
4 application for a certificate of interexchange  
5 authority to operate as a reseller of  
6 telecommunications services within the State of  
7 Illinois.

8 Mr. Crocker, can I have your appearance  
9 for the record, please.

10 MR. CROCKER: Yes, your Honor. Patrick Crocker,  
11 that's C-r-o-c-k-e-r, my address is 900 Comerica  
12 building, that's C-o-m-e-r-i-c-a, Building, that's  
13 Kalamazoo, K-a-l-a-m-a-z-o-o, Michigan 49007. And I'm  
14 appearing today on behalf of the applicant, your  
15 Honor.

16 JUDGE CASEY: Thank you very much. Let the record  
17 reflect that there are no further appearances.

18 At this time, any person that was going  
19 to be testifying I ask that you please raise your  
20 right hand to be sworn.

21 (Witness sworn.)

22 JUDGE CASEY: Mr. Crocker, then, it's your

1 application, please proceed.

2 MR. CROCKER: All right. Thank you, your Honor.

3 RUSSELL L. HARRIS,  
4 called as a witness herein, having been first duly  
5 sworn, was examined and testified as follows:

6 DIRECT EXAMINATION

7 BY

8 MR. CROCKER:

9 Q. Mr. Harris, could you please state your name  
10 and business address for the record?

11 A. My name is Russell L. Harris, H-a-r-r-i-s. My  
12 business address is 2383 Centennial Drive, that's  
13 C-e-n-t-e-n-n-i-a-l, Washington, Illinois 61571.

14 Q. Okay. And what is your occupation?

15 A. I am president and CEO of JirehCom,  
16 Incorporated.

17 Q. Okay. And could you please briefly state the  
18 purpose of your testimony today?

19 A. My purpose of my testimony is to basically  
20 describe the nature of JirehCom's business and to  
21 demonstrate our company's financial, managerial and  
22 technical ability to provide the telecommunications

1 services that are contemplated.

2 Q. And could you please briefly describe the  
3 nature of the telecommunications services that the  
4 company intends to offer customers within the State of  
5 Illinois?

6 A. JirehCom intends to offer a full range of one-  
7 plus interexchange telecommunications services on a  
8 state-wide basis. Specifically, JirehCom intends to  
9 provide MTS and out watts, in watts and calling card  
10 services.

11 Q. I noticed that this is a -- company's address  
12 is in Washington, Illinois. Is that -- is Illinois  
13 the state in which the company is incorporated?

14 A. Yes, we were organized under the laws of the  
15 State of Illinois.

16 Q. Is a copy of the company's articles of  
17 incorporation attached to the initial application as  
18 Exhibit A?

19 A. Yes, it is.

20 Q. Okay. At this point could you please briefly  
21 describe your background in business and  
22 telecommunications?

1       A.     Sure. I have a background in business that  
2 I've managed -- was general manager of the largest  
3 inground swimming pool builder in the Peoria,  
4 Illinois, area. I'm managing two stores and over 30  
5 employees. I have sales and marketing experience in  
6 the long-distance market through having been an  
7 independent representative for Excel  
8 Telecommunications over a five-year period. I also  
9 have marketing experiences in selling appliances,  
10 cars, managing a swimming pool business and spas. So  
11 that's basically my business history.

12       Q.     Could you please identify the current  
13 management team and some of the responsibilities?

14       A.     Sure. My name is Russell L. Harris, President  
15 and CEO of JirehCom, my responsibilities are overall  
16 supervision and guidance of the day-to-day operations  
17 of all departments of JirehCom, Inc.

18               I'll have direct involvement with  
19 marketing and research in the areas of attaining  
20 customers and developing quality service and customer  
21 billing and service, as well as developing programs to  
22 meet the needs of our customers on an ongoing basis.

1                   Our -- Russell B. Taylor is our  
2 secretary-treasurer and CFO. His main  
3 responsibilities are the accounting and financial  
4 aspects of the business, such as accounts receivable,  
5 payable, customer billing and also some customer  
6 service. He will also take part in the  
7 decision-making process in marketing and research  
8 areas.

9                   And Kurt A. Smith is our  
10 marketing/customer service manager who -- his  
11 responsibilities are direct involvement in attaining  
12 customers, supervision of marketing staff and customer  
13 service staff. He will also be involved with customer  
14 billing aspects. Also will be part of the decision  
15 process -- the decision-making process in marketing  
16 research areas.

17       Q.    Is it true that the -- a brief description of  
18 your background and that of Russell Taylor is attached  
19 as Exhibit C to the original application?

20       A.    Yes.

21       Q.    Will the company offer operator services  
22 within Illinois?



1       A.    No.   However, should we decide to add operator  
2 services at a later date, we fully intend to comply  
3 with the Commission rules concerning the provision of  
4 operator services.

5       Q.    Okay.   What rates will a company charge for  
6 services provided to customers within Illinois?

7       A.    JirehCom will provide the telecommunications  
8 service to customers in Illinois in accordance with  
9 the terms rates and the conditions that we set  
10 forth -- were set forth in the company's approved  
11 tariffs.

12       Q.    Okay.   Is a copy of your most recent balance  
13 sheet attached as Exhibit D to the initial  
14 application?

15       A.    Yes.

16       Q.    Okay.   Has the company's financial  
17 circumstances adversely changed since we have filed  
18 this application?

19       A.    No, they have not.

20       Q.    And is it true that this is a start-up  
21 company?

22       A.    Yes, it is.

1 Q. Okay. Will the company follow the FCC's  
2 verification procedures, confirmed orders to change  
3 long-distance service?

4 A. Yeah, we intend to follow the FCC's procedures  
5 in verifying orders as well as use a signed LOA letter  
6 of agency.

7 Q. Okay. Thank you. Has the company ever had a  
8 slamming complaint in any jurisdiction?

9 A. No, we have not.

10 Q. Okay. Has the company billed under any other  
11 name in the State of Illinois?

12 A. No, we have not.

13 Q. Will the company's name appear on the company-  
14 generated invoice for services?

15 A. Yes, it will.

16 Q. Will a toll-free number be available for  
17 companies to reach the company --

18 A. Yes, sir.

19 Q. -- customers to reach the company?

20 A. Yes, sir, there's one available.

21 Q. Okay. And I realize you are a start-up  
22 company, but could you please briefly describe the

1 company's procedure for handling consumer complaints?

2 A. Sure. When a customer calls a with a  
3 complaint one of our customer service representatives  
4 with vigorously try to resolve the complaint while on  
5 the phone with the customer. If the complaint cannot  
6 be resolved while on the phone, it will be our policy  
7 to do our best to resolve the complaint within 24 to  
8 48 hours and call the customer back with the  
9 resolution.

10 If the customer service representative  
11 cannot resolve the matter, it will be turned over to  
12 one of our supervisors or the customer service manager  
13 to resolve. If it is still unable to be resolved,  
14 then it will go to myself, Russell L. Harris,  
15 President of JirehCom, Inc., to try to resolve.

16 If we still cannot satisfy the customer,  
17 we will then advise them that they can go to the  
18 Illinois Commerce Commission and file a complaint  
19 against us.

20 Q. Great. Is it true that a -- you have attached  
21 a copy or a listing of contact persons for the  
22 Illinois Commerce Commission to work with your company

1 as Exhibit A to the application?

2 A. Yes, it is.

3 Q. Okay. And are you familiar with all the  
4 exhibits that are attached to the application?

5 A. Yes, I am.

6 MR. CROCKER: Your Honor, I'd like to move to have  
7 the exhibits entered into evidence.

8 JUDGE CASEY: And those would be Exhibits B, C,  
9 and D?

10 MR. CROCKER: Well, it would be A, B, C, and D.

11 JUDGE CASEY: Which one was A?

12 MR. CROCKER: A is a listing of contact persons  
13 that work with the staff.

14 JUDGE CASEY: Okay, I see it here.

15 MR. CROCKER: B are the articles of incorporation.  
16 C is the managerial resumes, and D is a balance sheet.  
17 I guess they're already part of the record as they are  
18 attached to the original application.

19 JUDGE CASEY: Well, they're attached to the  
20 original application and you had him testify to the  
21 contents of it. But, I mean, I will admit them.

22 MR. CROCKER: Okay, great.

1 JUDGE CASEY: Makes a complete record, so  
2 Applicant's Exhibits A through D will be admitted.

3 (Whereupon, Applicant's  
4 Exhibits A through D were  
5 received in evidence.)

6 MR. CROCKER: Wonderful. Your Honor, I have no  
7 further questions at this time.

8 JUDGE CASEY: Mr. Crocker, I have a couple  
9 questions, but before I go forward with those  
10 questions, is it the applicant's intention then to  
11 delete its request for facilities-based interexchange  
12 service pursuant to 13-403?

13 THE WITNESS: Yes, it is.

14 EXAMINATION

15 BY

16 EXAMINER CASEY:

17 Q. Then -- Mr. Harris, can you hear me?

18 A. Yes.

19 Q. With respect to the customer service number, I  
20 note in the application you have in Paragraph 17,  
21 there's a customer service number that has a 309 area  
22 code. Do you happen to know what your 800 number is

1 for customer service?

2 A. It is the same number, except it's 877 instead  
3 of 309.

4 Q. So it's (877) 745-9216?

5 A. Correct.

6 JUDGE CASEY: Okay. Well, then, you touched on  
7 everything that I was going to ask.

8 Based on my inquiry, Mr. Crocker, did you  
9 have any questions?

10 MR. CROCKER: No, I don't, your Honor.

11 JUDGE CASEY: All right. As such, I will mark  
12 this record as heard and taken. Thank you very much,  
13 everyone.

14 MR. CROCKER: Thank you, your Honor.

15 THE WITNESS: Thank you.

16 HEARD AND TAKEN. . . .

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CERTIFICATE OF REPORTER

STATE OF ILLINOIS )

COUNTY OF COOK )

CASE NO. 00-0045

TITLE: JirehCom, Inc.

I, Giraida B. Bordabeheres, do hereby certify that

I am a court reporter contracted by SULLIVAN REPORTING  
COMPANY, of Chicago, Illinois; that I reported in

shorthand the evidence taken and the proceedings had

in the hearing on the above-entitled case on the 15th

day of February A.D. 2000; that the foregoing 13

pages are a true and correct transcript of my

shorthand notes so taken as aforesaid, and contains

all the proceedings directed by the Commission or

other person authorized by it to conduct the said

hearing to be stenographically reported.

Dated at Chicago, Illinois, this 17th day  
of February A.D. 2000.

  
REPORTER